



Policy: Client Rights and Responsibilities

ChildNet Number: CN 004.010

Original Approved Date: June 30, 2003

Policy Revised Date(s): December 16, 2009, May 14, 2014

Policy Sunset Date:

COA Standard(s): CR 1.01, 1.02, 1.03, 1.04, 1.06, 1.07, 1.09 RPM 2.01

Statement of Policy:

ChildNet respects the rights of all service recipients including personal dignity, confidentiality and privacy by:

- A. Informing clients of their rights and responsibilities;
- B. Providing fair and equitable treatment; and
- C. Providing clients with sufficient information to make an informed choice about using the organization and its services.

Board Chair's Signature:

Date:

5/22/14



Procedure: Client Rights and Responsibilities

ChildNet Number: CN 004.010

Original Approved Date: June 30, 2003

Procedure Revised Date(s): December 16, 2009, November 17, 2010, May 14, 2014, March 20, 2018

Procedure Sunset Date:

COA Standard(s): CR 1.01, 1.02, 1.03, 1.04, 1.06, 1.07, 1.09 RPM 2.01

Statement of Procedure:

ChildNet is committed to continuous engagement of service recipients. To this end, ChildNet ensures that information regarding our organization and service delivery is provided in a manner that is reflective of the language, literacy level, and any specialized communications needs presented to facilitate the ability to effectively participate in planning and service delivery.

As part of this process, ChildNet maintains personnel to provide case supervision in the languages representative of our service population. In addition, when other communication barriers are present, whether it be language, literacy, mental or physical issues, appropriate accommodations are sought to facilitate communication and engagement of our service recipients. See also CN 002.003 – Accessibility and Special Needs.

In order to ensure this level of engagement is afforded, ChildNet informs service recipients of their rights and responsibilities by:

- A. Providing a Rights and Responsibilities brochures that detail in three (English, Spanish and Creole primary languages:
- A summary of client rights and responsibilities including the obligations of the agency;
 - Basic expectations for the agency's services;
 - Hours of operation;
 - Circumstances under which services are provided to minors without consent from a parent or legal guardian;
 - Client responsibility to provide relevant information as a basis for receiving service and participating in service decisions:
 - The ability to request a review of care, treatment and service planning.
 - The ability to refuse any service, treatment or medication, unless mandated by law or court order, and
 - The right to be informed about the consequence of such a refusal;
 - Client rights to fair and equitable treatment;



- Termination of Services;
- Client rights to participation in all service decisions; and
- A clear explanation of how to lodge complaints, grievances or appeals.

At initial contact ChildNet staff provides a copy of the rights and responsibilities brochure and explains the brochure to ensure the client understands. The signed receipt of documentation form is placed in the case file.

- B. A Health Information Portability and Accountability Act (HIPAA) Privacy Notice is provided describing how personal health information may be used and disclosed and how to access this information.
- C. A written summary of Clients' Rights and Responsibilities is posted in the lobby of ChildNet offices.
- D. ChildNet maintains a limited English Proficiency and Auxiliary Aid plan which describes how to serve clients that do not speak English and/or are physically impaired as documented in CN 002.003 – Accessibility and Special Needs
- E. The organization states in writing circumstances under which it will serve minors without consent from a parent or guardian. See also CN 003.012 - Consents by Parent/Legal Guardian/Child Related to Release of Information/Records and Medical Examination, Care and/or Treatment.
- F. The organization annually assesses area of potential risk and compliance with legal requirements.
- G. All client records are handled in a manner that protects the confidential nature of the information contained therein as documented;
- CN 001.008 - Access Policies and Procedures addressing Confidentiality and Right to Privacy.
 - CN 009.034 - Health Information Portability and Accountability Act (HIPAA).
- H. ChildNet maintains a formal mechanism for the expression and resolution of grievances as documented in CN 004.020 - Grievances and Appeals.

President's Signature:

Date:

4/17/18